

Policy Name:	Student Complaints and Grievances
Original Approval Date:	09-18-2020
Approving Officer/Committee:	Medical Curriculum Committee
Revision Dates and Notes:	
Related LCME Element(s) (if any):	3.6

- A. **Policy** - All students in the School of Medicine (SOM) at LSU Health Sciences Center Shreveport have the right to express a complaint/grievance on academic or non-academic issues. Students must demonstrate evidence of error, miscalculation, omission, or other action negatively impacting the student. Students are expected to follow established procedural guidelines for academic and/or non-academic complaints or issues.

- B. **Purpose** – The purpose of the complaint/grievance process is to provide students with an opportunity for fair and objective consideration and review of their issue.

- C. **Scope** – This policy applies to all School of Medicine students.

D. Procedure/Process –

Anonymity. Individuals wishing to remain anonymous may file a complaint in any manner, including by telephone or written communication however, electing to remain anonymous may limit the institution’s ability to correct the issue, collect evidence, or take effective action against individuals accused of violating policies.

Confidentiality. The SOM has an obligation to maintain an environment free of Title IX offenses (include sex discrimination, sexual harassment, dating violence, domestic violence, sexual assault, stalking, and retaliation, etc.), thus SOM faculty/staff have mandatory reporting and response obligations and may not be able to honor a complainant’s request for confidentiality.

Flow charts provide the recommended chain of command for filing grievances related to Academics/Non-Academic Issues/Title IX Offenses. If an academic or non-academic grievance cannot be resolved at the faculty or course/clerkship director level, it is recommended that the student submit a complaint utilizing the online student complaint form: School of Medicine Complaint form. All submitted complaint forms go directly to the Associate Dean for Student Affairs who will ensure that the complaint is addressed by the appropriate administrator.